
Illinois Commerce Commission On its Own Motion)	
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Investigation Concerning Illinois Bell Telephone)	Docket No. 01-0662
Company's compliance with Section 271 of the)	
Telecommunications Act of 1996)	

AFFIDAVIT OF RUSSELL W. MURRAY

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TELECOMMUNICATIONS DIVISION

ILLINOIS COMMERCE DIVISION

Dated: February 21, 2003

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1. INTRODUCTION

I, Russell W. Murray, being of lawful age and duly sworn upon my oath, do hereby depose and state as follows:

1. My name is Russell W. Murray. I am employed by the Illinois Commerce Commission as an utility analyst in the Telecommunications Division. My business address is 527 East Capitol Avenue, Springfield, Illinois 62701.

II. EDUCATION AND BACKGROUND

2. I earned an Associate of Science degree in electronics from Rock Valley Junior College. In 1970, I began a 30-year career with GTE.
3. In 1970, I worked as a Central Office Equipment Installer. As an Equipment Installer, I installed Electrical Mechanical switching equipment, Special Service Equipment and Transmission Equipment in GTE Central Offices in Northern Illinois.
4. In 1976 I became a Switching Technician in New Milford, Illinois. In that capacity I conducted routine maintenance and repair of Electrical Mechanical and the newer #2EAX electronic switches, as well as maintenance and repair of various PABX switching equipment. I also worked on customer related trouble.
5. In 1984 I transferred from Belvedere, Illinois to Bloomington, Illinois to work in the Switching Services Operations Center (SSOC). There I provided technical support to the local Switching Technicians who worked on the #2EAX and GTD5 electronic switches. I also assisted the local technicians in performing the software upgrades called System Version Releases (SVRs). The SSOC not only provided first line support but also was the alarm-monitoring center as well as the call out center for Illinois during off hours.

SSOC personnel, of which I was one, were on call seven days per week, twenty four hours per day.

6. In 1987 I become an Instructor for GTE North, located in Bloomington, Illinois. In that capacity, I instructed Management and Craft personnel on various technical and operational characteristics of the GTD5 electronic switch.
7. In 1990 I returned to the Technical Support Group. Again, I was responsible for providing technical support not only to the Local Technicians but also to the Group's own Support Technicians. I also provided technical support and undertook Test Engineering functions for GTE's Equipment Installation group. In addition, I was responsible for undertaking office conversion on several 5ESS switches throughout Illinois. I helped develop an ADSL training program for Local Technicians in GTE North, implemented that training program and provided technical support for the ATM network. In addition, I worked on Local Number Portability (LNP) and helped to develop the Fiber Restoration Procedures for GTE North.

III. PURPOSE OF TESTIMONY

8. The primary purpose of my testimony is to review and analyze SBC's operations with regard to Performance Measures associated with Interconnection Trunks (aspects of Checklist Item (i)) and Poles, Rights-of-Way, and Conduits (Checklist Item (iii)). See attached Staff Exhibits 34.01 and 34.02 for detailed descriptions. I will also address the Phase I issue of Nondiscriminatory Access to Databases and Associated Signaling Necessary for Call Routing and Completion, in particular Access to the CNAM database (Checklist Item (x)).

IV. Performance Measures

9. The Interconnection Trunk Performance Measurements are PM 70(Percent trunk blockage), PM 71 (Percent local common transport trunk group blockage), PM 73 (Missed due dates – interconnection trunks), PM 74 (Average delay days for missed due dates), PM 75 (Percent company caused missed due dates > 30 days), PM 76 (Average trunk restoration interval), PM 77 (Average trunk restoration interval for service affecting trunk groups), PM 78 (Average interconnection trunk installation). Attachment A to the January 17, 2003 Affidavit of James D. Ehr provides a detailed breakdown of the Trunk Performance Measurements.
10. There are 32 performance sub-measures associated with interconnection trunks. The data provided by SBC (James D. Ehr Affidavit of January 17, 2003, Attachments A and B) indicate that the company has passed on 9 sub-measures, failed on 0 sub-measures, and reported insufficient or no data available on 23 sub-measures.
11. With the data provided, it is opinion of this analyst SBC Illinois provides adequate service to the CLECs for interconnection trunks.

V. Poles, Rights-Of-Way and Conduits

12. There are two performance measures associated with access to poles, rights-of-way, and conduits. They are PM 105 (Percent request processed within 35 days), and PM 106 (Average days required to process a request). Attachment B to the Ehr affidavit provides a detailed brake down of the performance measurements associated with access to poles, right-of-ways, and conduits.

13. SBC's reported data indicates that there insufficient or no data available for these measures. There is insufficient data to evaluate SBC's performance with respect to access to poles, right-of-ways and conduits. Therefore, Staff cannot state that SBC has failed to meet Checklist Item 3.

VI. Access to the CNAM Database

14. During Phase I, Mr. Rahul Dedhiya of RCN testified that RCN customers were not being provided nondiscriminatory access to SBC's CNAM Database.¹ Previously I had recommended that the two parties work together to resolve this issue². SBC witness John Muhs's January 22, 2003 affidavit includes a correspondence from Mr. Rahul Dedhiya indicating resolution of the problem³. Staff would hope to see RCN confirm this compliance in any affidavits RCN submits in Phase 2 of this proceeding.

¹ RCN Ex. 2.0 at 2.

² Staff Ex. 16.0 at line 216 page 11.

³ SBC Muhs Attachment JJM-2.